

# Affinity



## Affinity Service for SAP Support

### Attenda and Bluefin Solutions in Partnership

Affinity Service can help you transform and innovate your business through greater efficiencies, improved performance and reduced costs.

## End-to-End Solution Operations

***“What exactly is end-to-end solution operations?” It’s the sum of activities, tools and processes that support teams must manage successfully in order for a complete SAP solution to provide business continuity, agility and value.”*** Matthias Melich, Vice President E2E Product Management SAP AG.

The very nature and increasing complexity of enterprise software makes managing and supporting business operations and processes more and more complex and expensive. With enterprises typically spending 30% of turnover on business operations, organisations are keen to streamline processes, introducing efficiencies and improving performance wherever possible.

Affinity Service delivers end-to-end SAP business process Service Levels, from Customer Relationship Management to Supply Chain Management, ensuring the availability, performance and security of your business critical operations across your entire SAP landscape. Affinity Service provides ‘best of breed’ service without the overheads and costs usually associated with traditional IT support.

Affinity Service is more than a support service, it is a partnership that provides a seamless extension to your internal IT resources delivering a consistent high availability SLA with a strong emphasis on delivering excellence in client service and satisfaction. It ensures that your business critical SAP systems can be managed, supported and enhanced cost effectively, with minimal risk, throughout their lifecycle.

## Eliminating the Support Gap

Affinity Service provides SAP customers with maximum value and flexibility by tailoring the service level to meet each organisation’s requirements. This is achieved through having just one point of contact, eliminating the need to co-ordinate multiple service providers, thus simplifying operations, increasing quality control and reducing costs; providing an end-to-end approach that eliminates the ‘Support Gap’.

With stricter audit legislation for finance, IT security and operations, Governance Risk and Compliance is on every organisation’s agenda. Companies must adhere to industry standards for processes and security whilst keeping up with ever-changing business environment, new opportunities and technical advances; new introductions and upgrades to manage business critical processes.

This is where Affinity Service can bring enormous value to your business, enabling you to outsource this and other typically complex operations with the benefit of a simple engagement model. With Affinity Service there is just one point of contact, one co-ordinated support team managing, maintaining and keeping your SAP business processes current and fully operational across the business.

certainty / confidence / agility

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## What does Affinity Service mean for you?

One set of SLAs, one point of contact, one service contract

- Affinity offers a tailor-made bespoke service that covers the entire SAP landscape
- We use SAP best practice and the latest technologies to solve business problems, driving efficiencies and enhancing operations across your business
- Affinity offers end-to-end SAP service levels with a single provider
- Our comprehensive SAP services cover 1st line application and operational support through to strategic advice
- Our engagement with you is a bespoke service, fulfilled by experts; more than just a contract
- We provide you with one Service Level contract and one Service Delivery Manager – one point of entry
- You benefit from the Affinity accredited, qualified experts, established technology and processes
- We deliver SAP solutions and the business benefits derived from these solutions
- Affinity gives you the reassurance that you are working with best practice processes and standards whilst ensuring systems are secure and adapting to your changing business needs
- Applying the appropriate technology, whether that be cloud computing, dedicated hardware, even having servers at your locations, or a mixture of all three, you can be assured that the level of service remains consistent.

## How does Affinity Service operate?

- We deliver a fully managed end-to-end service for your SAP applications
- We provide a single SLA for the complete service: Application + Operational management
- We deliver high availability services, ensuring your SAP applications are always available and providing the performance and security your business demands
- We provide extended support and management of your SAP environment 24/7
- Our proven combined expertise in operational delivery, application management, support and consultancy can help you to accelerate the pace of development of your SAP business processes, providing business agility, whilst reducing cost and lowering risk
- We can host your hardware and infrastructure in a secure and highly resilient environment, with all the required security, hardware, software and ongoing operational management
- Our monitoring, management and support facilities are managed 24/7 by qualified and accredited technical engineers, providing you with exceptional service levels through our proactive monitoring regime.

## Why Attenda & Bluefin?

Our combined SAP experience provides a unique tailor-made bespoke service that covers the entire SAP landscape, with complete contract flexibility. Our partnership demonstrates an impressive blue-chip client base, unrivalled client satisfaction and proven expertise in the latest SAP technologies and processes.

Our Affinity Service 'best of breed' approach ensures that your business can get the best out of its SAP investment through outstanding levels of operational service and support.

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### About Attenda

Attenda is focused 100% on operating high availability critical applications and IT Infrastructures that businesses depend upon to operate effectively, ensuring that they are 'Always On'. By allowing clients to selectively outsource their IT operations they can refocus on using IT to add strategic value to their business.

Attenda's unique delivery approach is based upon a substantial investment in our operations platform Attenda M.O. which uniquely integrates talented people, ITIL compliant processes and sophisticated technologies to deliver exceptional service levels, but at a cost that is amortised across its entire client base.

Attenda is a fully Certified SAP Hosting Provider (Advanced Adaptive IT Provider). Adhering to ITIL processes throughout the Attenda Service Operation ensures maximum client uptime, supported by ISO 20000 accreditation for IT Service Management, ISO 27001 and ISO 9001 industry security and quality accreditations.

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### About Bluefin

Bluefin Solutions is the UK's largest dedicated SAP Consultancy and SAP Services Partner, delivering end-to-end SAP consultancy and 24/7 global support.

Bluefin Solutions has a large support team of dedicated SAP experts providing a range of consultancy and support services to manage business systems, diagnosing and resolving issues to ensure any client organisation's SAP systems run continuously at optimum performance.

Bluefin's support services extend from 1st line support to strategic advice, backed by its full SAP consultancy expertise. Bluefin can help businesses with application development, system health checks, load monitoring, quality assurance, SAP upgrade planning, system administration, data reconciliation and much more, adopting the right professional standards and processes to solve business problems.

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